

CLAIMS

## WHAT IS CLAIMED IS:

1. A computer-implemented method for diagnosing,  
5 correcting, and repairing problems with power system assembly components, the method comprising:  
    providing a list of power system assembly components;  
    receiving a selection of a component of interest;  
    providing a list of potential conditions of the component of interest;  
10      providing, in response to the selection of one of said potential conditions, a step-by-step series of actions to take to address the selected condition.
2. The method of claim 1, wherein said list of potential  
15 conditions of the power system assembly component is a hierarchical list in the order of most common to least common.
3. The method of claim 1, wherein said list of potential  
conditions of the power system assembly component is a hierarchical list in the  
20 order of less complex to more complex.
4. The method of claim 1 further comprising providing  
information concerning a kit to do at least one of repair, service and replace the  
component.  
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5. The method of claim 1, wherein the power system  
components comprise circuit-breakers.
6. The method of claim 1, further comprising providing at  
30 least one of pictures, drawings, figures, instruction manuals, data bulletins,

schematics, videoclips, photographs, marked up photographs and field advisory data sheets.

5           7.       The method of claim 1, wherein at least one of said series of actions to take further comprises an action to repair the component.

          8.       The method of claim 1, wherein at least one of said series of actions to take further comprises an action to service the component.

10           9.       The method of claim 1, wherein at least one of said series of actions to take further comprises an action to replace the component.

          10.       The method of claim 1, wherein at least one of said series of actions to take further comprises an action to operate the component.

15           11.       The method of claim 4, wherein said kit contains a plurality of components.

          12.       The method of claim 1, wherein said list of potential  
20 conditions are represented as topics.

          13.       The method of claim 1, wherein said list of potential conditions of the component of interest is represented as books.

25           14.       The method of claim 1, wherein said step-by-step series of actions are displayed as chapters.

          15.       A method of providing services for diagnosing, repairing, servicing or replacing an electric power system assembly component, the method  
30 comprising:

providing a user interface enabling identification of a component of interest;

receiving information concerning the component of interest;  
providing a list of possible conditions of the component of interest;  
5 receiving information concerning the condition of interest; and  
providing a series of actions associated with the condition of interest.

16. The method of claim 15, further comprising providing at  
10 least one of pictures, drawings, figures, instruction manuals, schematics, videoclips, photographs, marked up photographs and field advisory datasheets.

17. The method of claim 15, wherein said services are provided  
via a computer network.

18. The method of claim 17, wherein the network is the  
Internet.

19. The method of claim 15, further comprising identifying a  
20 part to be replaced.

20. The method of claim 19, further comprising identifying an  
order number associated with said part to be replaced.

21. The method of claim 19, further comprising identifying a kit  
25 number associated with said part to be replaced.

22. A method for diagnosing, correcting, and repairing  
problems with power system and assembly components, the method comprising:  
30 accessing an on-line diagnostic tool;

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interacting with said diagnostic tool by selecting a component of interest;

obtaining a hierarchical list of conditions associated with said component of interest;

5 selecting a possible condition of interest;

following steps displayed by said diagnostic tool in response to selected condition; and

if required, ordering a replacement part from within said diagnostic tool.

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23. A system comprising a server computer, the server comprising:

a database of electric power assembly components to be identified, repaired, serviced or purchased;

15 an interface that accepts input concerning the component of interest; and

a help engine that:

receives information concerning the component of interest;

receives data concerning actions to take associated with the

20 component of interest; and

displays the data concerning actions to take.

24. The system of claim 23, wherein said help engine is a MICROSOFT WINDOWS-based engine.

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25. The system of claim 24, wherein said MICROSOFT WINDOWS-based engine contains icons denoting at least one of a topic, a book and a chapter.

26. A computer-readable medium containing computer-executable instructions for performing the method of claim 1.

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